

## PERFORMANCE MANAGEMENT RECORD

Coverage	Bureau Appraisal Cycle	Appraisal Year
<input checked="" type="checkbox"/> General Schedule <input type="checkbox"/> Federal Wage System <input type="checkbox"/> Wage Marine	<input checked="" type="checkbox"/> October 1 – September 30 <input type="checkbox"/> June 1 – May 31 <input type="checkbox"/> November 1 – October 31	From: <u>06/01/07</u>  To: <u>09/30/07</u>

Employee's Name: \_\_\_\_\_

Position Title: Program Communications Assistant Pay Plan, Series, Grade/Step: GS 303 07

Organization: 1. Economic Development Administration 3. Legislative & Intergovernmental Affairs

2. External Affairs and Communications 4. \_\_\_\_\_

### PERFORMANCE PLAN CERTIFICATION

This plan is an accurate statement of the work that will be the basis for the employee's performance appraisal.

**Privacy Act Statement** - Disclosure of your social security number is voluntary. The number is linked with your name in the official personnel records to ensure unique identification of your records. The social security number will be used solely to ensure accurate entry of your performance rating into the automated record system.

## PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: \_\_\_\_\_

Date  
06/01/07Element No. 1 of 3

### Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

#### DOC Strategic Goals:

- ☒ Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- ☐ Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☒ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ Bureau Goal: Increasing community capacity to activate and sustain economic growth
- ☒ SES/Organizational Goal: Effectively manage programs and resources to achieve organizational and management excellence.

### Critical Element and Objective

Customer Service

To respond to internal and external customers, stakeholders, and the public.

**Weighting Factor** (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

**Enter the weight for this element in the adjacent box.→**

Element Weight

55

**Results of Major Activities:** Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. Customers, both internal and external, received the services as defined by the functions and responsibilities of the organization and customer expectations were managed to ensure customers understood the type and level of service available and expected time frames.
2. Relationships are established and maintained with counterparts in Department and other DOC bureaus and these relationships facilitate the accomplishment of EDA and Department goals and activities.
3. The supervisor is kept apprised of any problematic or controversial issues and provided recommendations for the resolution of such issues.
4. Organizational objectives are achieved through communication and collaboration with other Agency and Department offices and other Department bureaus.
5. Customer inquiries are acknowledged, needs are identified, issues are clarified, and customers are apprised of the status of the inquiry and when to expect resolution.
6. Customer service is provided in collaboration, consultation, and partnership with customers, other agencies, and stakeholders.

**Criteria for Evaluation:** Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. Pro-actively identifies and addresses customer needs and expectations.
2. Routinely and timely responds to customers with factually accurate information that is consistent with EDA and Department guidance and policies and relevant program or technical documents.
3. Service and work products reflect consideration of customer issues and concerns.
4. Writing reflects sound analytical thinking, presents concise, well-reasoned conclusions, and is free of grammatical and typographical errors.
5. Oral communication with superiors, peers, subordinates, and others is clear, courteous, consistent with Agency, Department and Administration policies and directly addresses issues and questions.

## PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: \_\_\_\_\_

Date  
06/01/07Element No. 2 of 3

### Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

#### DOC Strategic Goals:

- ☒ Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- ☐ Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☒ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ Bureau Goal: Increasing community capacity to activate and sustain economic growth
- ☒ SES/Organizational Goal: Effectively manage programs and resources to achieve organizational and management excellence.

### Critical Element and Objective

#### Special Projects

To accomplish ad hoc projects which facilitate mission accomplishment

**Weighting Factor:** (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

**Enter the weight for this element in the adjacent box. →**

Element Weight
15

**Results of Major Activities:** Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. Project goals and deliverables are identified.
2. Background research is conducted.
3. Project plans are developed.
4. Coordination among all concerned parties is accomplished.
5. Priorities are identified.
6. Objectives and specific deliverables are accomplished.

**Criteria for Evaluation:** Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. Plans are generally comprehensive and usually include a clear definition of the objectives and the specific deliverables, a thorough analysis of the issue(s), the sequence of steps involved, priority concerns, and estimates of the time to complete each phase.
2. Concerned parties are usually informed weekly, or at mutually agreed upon time frames, of the status of the work and any problems that may have arisen.
3. Research is generally conducted in an efficient and comprehensive manner reflecting evidence that relevant laws, regulations, and/or other sources of information were investigated or analyzed.
4. Work products are generally technically accurate and usually without grammatical or typographical errors. Appendices, graphics, and supplemental materials are included as necessary.
5. The objectives and specific deliverables are usually accomplished by the assigned due date.

## PERFORMANCE PLAN AND APPRAISAL RECORD

<b>Employee Name:</b> _____	<b>Date</b> 06/01/07	<b>Element No.</b> <u>3</u> of <u>3</u>
-----------------------------	-------------------------	---

### Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

#### DOC Strategic Goals:

- ☒ Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- ☐ Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☒ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ **Bureau Goal:** Increasing community capacity to activate and sustain economic growth
- ☒ **SES/Organizational Goal:** Effectively manage programs and resources to achieve organizational and management excellence.

### Critical Element and Objective

Investment Processing and Program Support  
To process investment packages and to provide administrative support

**Weighting Factor:** (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

**Enter the weight for this element in the adjacent box. →**

<b>Element Weight</b>
30

**Results of Major Activities:** Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. EDA investment packages are processed.
2. Investment awards are processed and coordinated with appropriate Department of Commerce Officials and EDA Regional personnel.
3. Assignments and correspondence are recorded in WebCIMS.
4. Files and records are organized and maintained including logs showing the status of actions and correspondence and all required documentation.
5. Responses are provided to routine and non-technical requests for information such as status of reports, suspense dates for matters requiring compliance, and similar information pertaining to investment packages.

**Criteria for Evaluation:** Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. Routinely resolves inquiries for information without referral to the supervisor. Responds with factually accurate information consistent with office and other established program policy.
2. Writing reflects sound analytical thinking, presents concise, well-reasoned conclusions, and is free of grammatical and typographical errors. Appendices, graphics, and supplemental materials are included as necessary.
3. Final processing of investment packages is accomplished within established policies and procedures and by established due dates.
4. Generally, entries into WebCIMS are accomplished within 45 minutes of notification.

<b>Employee Name:</b> _____			
<b>PERFORMANCE SUMMARY RATING</b>			
<ul style="list-style-type: none"> <li>• List each element in the performance plan.</li> <li>• All elements are critical.</li> <li>• Assign a rating level for each element:</li> <li>• (5) Level 5 (highest level of performance); (4) Level 4; (3) Level 3; (2) Level 2; (1) Level 1 (unacceptable performance)</li> <li>• Score each element by multiplying the weight by the rating level.</li> <li>• Interim ratings should be considered when you prepare the final summary rating.</li> <li>• After each element has been scored, compute the total point score by adding the individual scores.</li> <li>• Rating officials must provide either an overall narrative justification of the summary rating or a written justification for each element rating.</li> <li>• A written justification is required for any element rated below Level 3.</li> </ul>			
<b>Performance Element</b>	<b>Individual Weights</b> (Total must equal 100)	<b>Element Rating</b> (5, 4, 3, 2, 1)	<b>Score</b>
Customer Service	55		0
Special Projects	15		0
Investment Processing and Program Support	30		0
			0
			0
<b>TOTAL SCORE</b>			0
<b>PERFORMANCE RATING</b>			
<input type="checkbox"/> <b>Level 5</b> (470 – 500) <input type="checkbox"/> <b>Level 4</b> (380 – 469) <input type="checkbox"/> <b>Level 3</b> (290 – 379) <input type="checkbox"/> <b>Level 2</b> (200 – 289) <input type="checkbox"/> <b>Level 1</b> (100 – 199)			
Rating Official's Signature/Title		Date	
Approving Official's Signature/Title		Date	
Employee's Signature (indicates appraisal meeting held)		Employee comments attached?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>PERFORMANCE RECOGNITION</b>			
<input type="checkbox"/> <b>Performance Award \$</b> _____ (    %) <i>Appropriation Code</i> _____ <input type="checkbox"/> <b>QSI (Level 5 Required)</b>			
Rating Official's Signature/Title		Date	
Approving Official's Signature/Title		Date	